NORD LOGWAY

LOGISTICS PROVIDER



Towards more responsible logistics

SUSTAINABILITY REPORT 2025



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CHAIRMAN'S MESSAGE

Francesc Llorens



"I would like to express my sincere gratitude to the Nordlogway team for their effort, professionalism and adaptability throughout this year."

Dear clients and partners,

2025 was a year of consolidation and progress in our purpose as a **value-driven logistics company**, focused on **innovation** and **sustainability**. In a context shaped by the transformation of the sector, uncertainty and increasingly demanding clients, we continued to roll out our 2025-2027 Strategic Plan, moving forward on its four lines of action: **sustainable growth, service excellence, operational efficiency and a motivating, cohesive corporate culture**.

Technology and **information security** have remained fundamental pillars of our development. In 2025 we achieved **ISO 27001** and **NIS2** certification, recognition that endorses our **commitment to information protection**, **responsible data management** and the trust our clients place in us. These certifications strengthen our ability to guarantee secure, reliable and efficient IT integrations with their systems, enabling increasingly connected and transparent collaboration.

The company's technological evolution also includes a new stage based on the smart use of data. This year we began a process of **building capabilities in Business Intelligence (BI) and Artificial Intelligence (AI)**, with the aim of turning the information available into useful knowledge for decision-making, improving the efficiency of our processes and anticipating our clients' needs. To drive this transformation, we have strengthened our management team with the addition of a specialist in data and digital transformation, who will lead the development of this new capability within the organisation. This commitment will help us move towards more predictive, agile and efficient management, generating new opportunities for operational improvement and sustainable value creation.

Our commitment to **sustainable growth** and to improving service quality has gone hand in hand with a clear international outlook. Expanding our activity with projects beyond our traditional market reflects our determination to support our clients in their expansion, diversify our presence and build a more balanced and resilient company, able to adapt to changes in its environment.

Our **commitment to sustainability** remains a strategic priority. We continue to promote initiatives aimed at reducing our carbon footprint, both in our own operations and together with our suppliers, with a particular focus on transport, one of the main environmental challenges in the logistics sector. Operational efficiency, resource optimisation and the search for more sustainable solutions are part of our commitment to moving towards logistics with a lower environmental impact.

We also remain committed to the region and to the communities where we operate. We believe that a responsible company should contribute not only to economic development but also to the social progress of its surroundings, working with organisations, local initiatives and projects that create shared value.

All this progress is the result of our team's commitment, our clients' trust and the collaboration of our partners. We continue working with enthusiasm and determination to build responsible, innovative, safe and personalised logistics, ready to meet the challenges of the future.

I would like to express my sincere gratitude to the Nordlogway team for their effort, professionalism and adaptability throughout this year. Their commitment has been key to continuing to move forward and facing the challenges ahead with confidence.

We will keep working with the same ambition and responsibility to consolidate an increasingly solid, approachable company, ready to grow sustainably.

Kind regards,

Francesc Llorens
Chairman

Sustainability, built into the way we operate



We are moving towards more efficient, safe and responsible logistics, integrating environmental, social and governance criteria into our decisions.

The 2025 Sustainability Report sets out Nordlogway's main progress in the responsible management of its activity and shows how we integrate sustainability into our strategy, our processes and our relationships with stakeholders.

This year we continued to implement the 2025-2027 Strategic Plan, strengthening key areas such as operational efficiency, information security, environmental management, people development and service quality. This progress reflects an approach to logistics based on innovation, continuous improvement and long-term value creation.

The report presents our results, the challenges still ahead and the progress made on our sustainability roadmap. It is an exercise in transparency that allows us to assess our performance, identify opportunities for improvement and keep moving forward together with our clients, team, suppliers and local community.

Reporting period: 1 January to 31 December 2025
Areas covered: environmental, social and governance.

WE ARE A 3PL LOGISTICS PROVIDER

The company

Nordlogway is a **3PL logistics provider** with more than 70 years of experience, offering its clients the outsourcing of supply chain management. IT integration enables it to offer clients **end-to-end logistics solutions**.

Nordlogway has **strategically located warehouses in the provinces of Barcelona and Girona** (next to the C-25, C-17 and AP-7), connected to the main transport routes to France, the rest of the Iberian Peninsula and the Port and Airport of Barcelona.

In addition, Nordlogway has **sector-specialised logistics facilities**, a qualified team and a large network of highly reliable partners.

Its logistics warehouses are equipped with the latest technology, offering maximum security for goods and operations.

Nordlogway holds the following certifications and official registrations:

√ **ISO 9001**: quality management system.
√ **ISO 14001**: environmental management system.
√ **ISO 27001**: information security management system.
√ **NIS2**: we comply with the cybersecurity requirements of this Directive.
√ **RSIPAC and RGSEAA**: health registration authorising the storage of food products.
√ **SILUM registration**: authorisation for the storage and distribution of raw materials and products intended for animal feed.
√ **APQ warehouse**, listed in the Register of Industrial Safety Technical Installations of Catalonia (**RITSIC**) under ITC MIE APQ 10, in compliance with current regulations for the safe storage of chemical products.
√ **EcoVadis Platinum** business sustainability standard.

Corporate policies in place:
√ **Information Security Policy** (ISMS)
√ **Management Policy**









PLATINUM Top 1%
ecovadis
Sustainability Rating
AUG 2026

CERTIFIED ISO 9001 BUREAU VERITAS

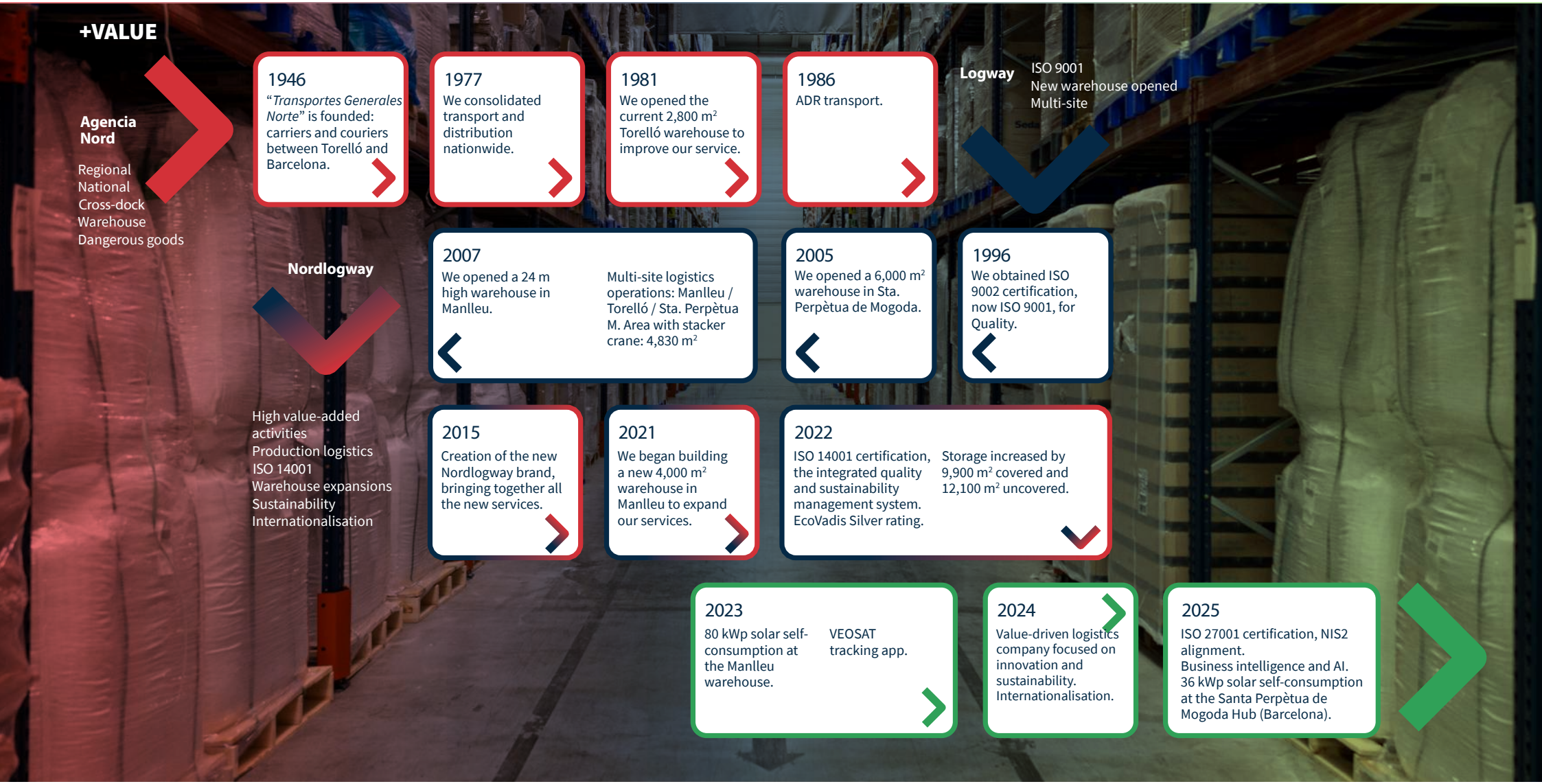
CERTIFIED ISO 14001 BUREAU VERITAS

Applus ISO 27001 SI-1638/26 Systems Certification

Applus NIS2 NIS2-0427/26 Systems Certification

OUR JOURNEY

Global supply chain management



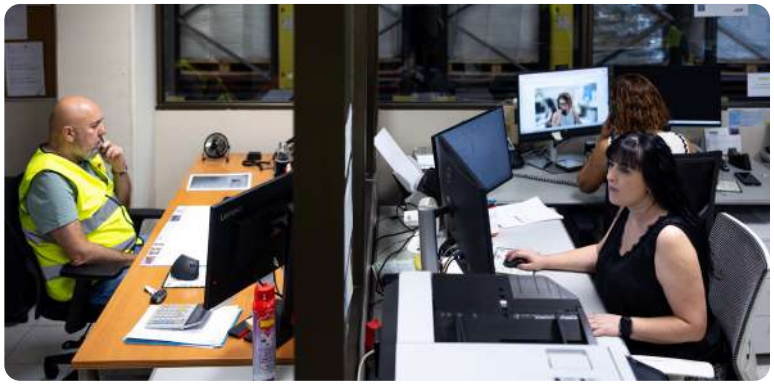
Our philosophy

Purpose

We are the driving force for change, through collaboration, to achieve economic and social progress.

Vision

To be our clients' partner of choice in improving the profitability of their value chain.



Values

Sustainability

We ensure the lasting growth of the company without putting our resources or those of our partners at risk.

Responsibility

The willingness of our people and partners to do the right thing at all times, efficiently and with quality. We take responsibility for the development of the people in our team.

Efficiency

The ability to do things well, with quality and reliability, to achieve improvement goals and customer satisfaction.

Creativity

The ability to generate new ideas and concepts in order to provide innovative solutions that create value. Reflecting with a critical and constructive spirit to improve the way we do things.

Commitment

Honest fulfilment of agreed commitments, building trust with clients, suppliers and employees.

Dialogue

The essential tool for reaching understanding with our stakeholders. This dialogue must be specific, sincere and friendly, based on the ability to listen.

WE FOSTER A LEARNING CULTURE, BOTH WITHIN THE COMPANY AND AMONG OUR STAKEHOLDERS

Our method



End-to-end logistics services

Logistics

Management of our clients' entire logistics or outsourcing of all kinds of services associated with their logistics activities.

Nordlogway has a range of specialised and certified warehouses for food, industrial and chemical products, among others. All our warehouses guarantee the security of clients' goods during storage, handling and transport.

√ **Product storage**
(Food for human consumption, RSIPAC)
(Animal feed, SANDACH)
(Industrial products)
√ **APQ storage**
(Chemical products)
√ **Case picking**
√ Cross-docking
√ **Reverse logistics**

Transport

Transport service with the highest guarantees of safety and reliability, both nationally (mainland Spain, Balearic and Canary Islands) and internationally, by road and sea.

Pioneers and specialists in the transport of ADR dangerous goods (except classes 1 and 7, explosive and radioactive materials).

√ **FTL and LTL loads** (full and partial)
√ **ADR transport**
√ **Groupage**
√ **Distribution**
√ **Reverse logistics in transport**

E-commerce B2B

Specialised logistics services for B2B e-commerce projects, covering every process from receipt and storage to order picking, packing and dispatch.

With the option of integrating with the client's online store and offering maximum security and technology through our highly innovative warehouses.

The platform integrated with our ERP allows clients to check stock, manage inbound and outbound movements and schedule shipments with real-time visibility of operations.

Magento PRESTASHOP osCommerce VirtueMart

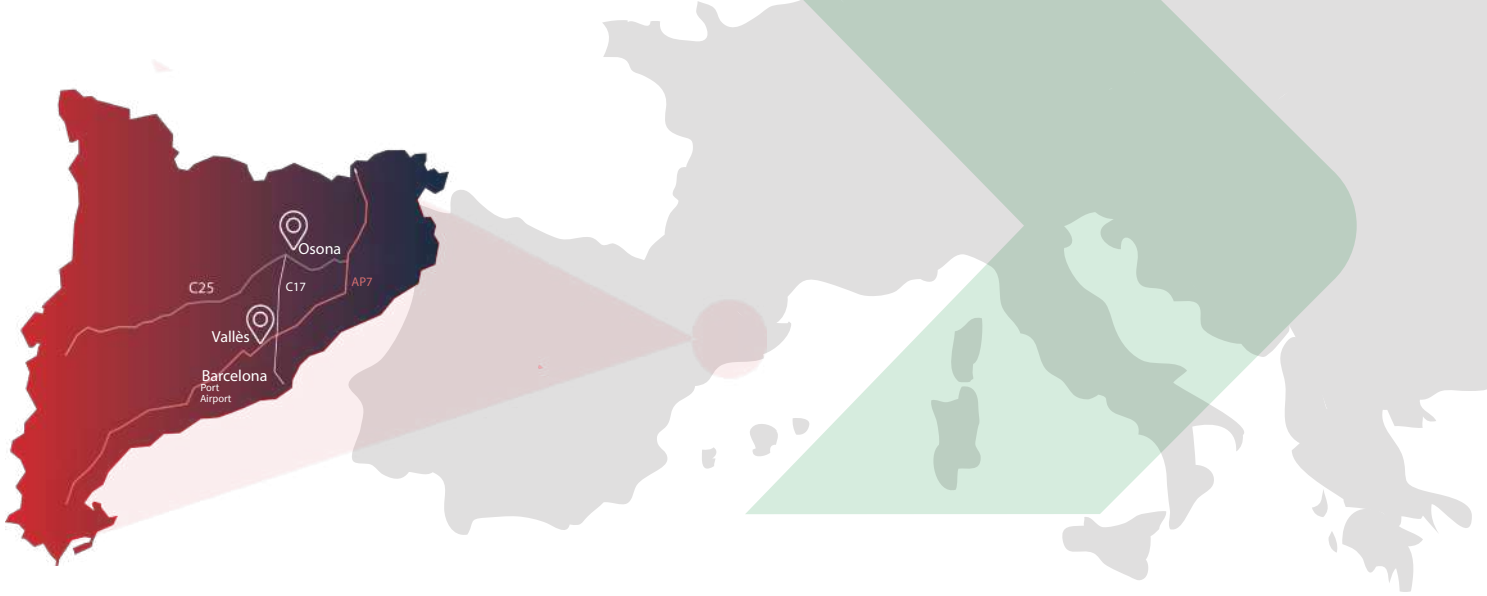
We specialise in these sectors

- Food
- Industrial
- Chemicals
- Perfumery
- Mass retail
- E-commerce
- Life Sciences

OUR LOGISTICS CENTRES

Integrated logistics hub

Nordlogway has a **network of warehouses that operates as an integrated logistics hub**, strategically located in Osona and the Vallès, with direct connections to the C-25, C-17 and AP-7 and access to the main corridors to Europe, the rest of the Iberian Peninsula and Barcelona's port and airport infrastructure. This prime location ensures a direct connection to the main transport routes (to Europe, the rest of the Peninsula and the Port and Airport of Barcelona), optimising distribution, operational efficiency and responsiveness to our clients' needs.



36,464 m²
Logistics area

45,516 pallets
Locations

Logistics capacity 2025

+5.46 %
capacity increase
vs. 2024

2025	45,516
2024	43,158
2023	37,514
2022	36,714

Total pallet capacity









Specialised, automated and secure warehouses

RSIPAC / RGS registration

Key figures

2025 data

Impact environment

-2.31%
Reduction in overall energy consumption vs. 2024

642.62
kWh/thousand pallets moved
Overall energy consumption 2025

-6.68%
Reduction in energy consumption at OSONA sites vs. 2024

620.10
kWh/thousand pallets moved
Energy consumption at OSONA sites 2025

Significant improvement in energy efficiency despite increased activity
+10.59% pallets moved

Paper consumption:
12.25 kg/pallet
+64.85% vs. 2024

Delivery note paper consumption:
2.51 kg/shipment
+117.92% vs. 2024

Stretch film consumption:
20.66 kg/pallet
+819.92% vs. 2024

Water consumption:
13.57 m³
+2.50% vs. 2024

Increases linked to the type of operations and the addition of new clients with greater packaging needs

Carbon footprint:
2,524.11 tCO_2eq

Emissions by scope:
Scope 1: 60.55 tCO_2eq
Scope 2: 40.21 tCO_2eq
Scope 3: 2,423.35 tCO_2eq

Total waste managed:
106.14 t*
98% recycled/ recovered
*excluding general waste (1,760 kg)

The carbon footprint is mainly concentrated in indirect Scope 3 emissions, linked to the value chain, which account for 96% of the total. At the same time, 98% of the waste managed is recycled or recovered, strengthening progress towards more circular resource management.

Key figures

2025 data

Impact society

Average compliance training per person:
10 h

Average training per person:
16.68 h

Training plan completion:
90 %

Workplace accidents with sick leave:
0

Our commitment to people is reflected in client satisfaction, the professional development of the team and progress towards a safer, more responsible working culture.

Impact business

+9.12%
Increase in revenue vs. 2024

20.37%
Revenue from new clients as a share of total revenue
+14.46% vs. 2024

70.42%
Cross-selling revenue
-7.19% vs. 2024

4.28%
Revenue from international clients
+49.30% vs. 2024

62.5%
Share of activity concentrated in our logistics business vs. transport

Transport incidents:
0.23%

Logistics incidents:
0.91%

Overall satisfaction index:
8.65

Loyal clients:
38.10%

Revenue growth, new client acquisition and international activity reflect a positive, diversified business performance, while operational incidents remain low.

Impact governance

100 %
Staff who have signed the Code of Ethics

100 %
Staff trained in ethics and anti-corruption

100 %
Staff trained in workplace harassment prevention

0
Reports received through the whistleblowing channel

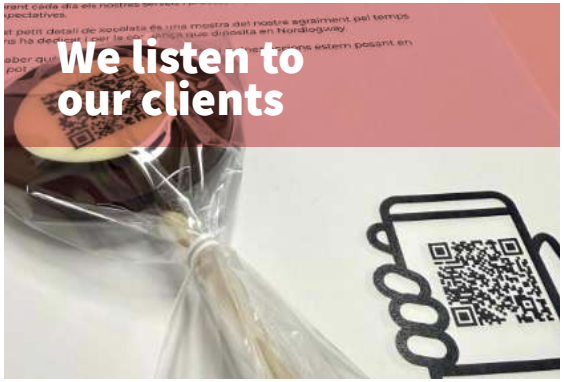
Adherence to the Code of Ethics and compliance training consolidate a culture of integrity, prevention and responsibility across the organisation.

2025: teamwork, industry and commitment to our community



























Our commitment to sustainability

At Nordlogway, we understand **sustainability as the integration of environmental, social and governance criteria** into our activity, with the aim of creating long-term value for our stakeholders.

Since 2021 we have been working to embed sustainability in our strategy and, in 2025, we made progress in defining objectives and actions aligned with our 2025-2027 Plan.



Environmental pillar

At Nordlogway we work to reduce our environmental impact through efficient resource management, lower emissions and the implementation of sustainable logistics solutions, integrating environmental criteria into our daily operations.

CHALLENGES

Climate action and emissions reduction
Circularity and responsible resource management
Reduction of material consumption
Energy efficiency and renewable energy

Direct Scope 1 emissions from fleet vehicles in 2025:
16,779.85 tCO_2e

-0.60% vs. 2024

Indirect Scope 2 emissions in 2025:
40,208.7 tCO_2eq

-28.15% vs. 2024

Climate action and emissions reduction

Having started to prepare our emissions inventory in 2024, during 2025 we made progress in data collection, the calculation of Scopes 1 and 2 and the definition of reduction targets, with the aim of certifying our Scope 1 and 2 carbon footprint. We also renewed our emissions offsetting project through forest protection initiatives.

OBJECTIVES:

Reduce Scope 1 and 2 GHG emissions by improving energy efficiency, monitoring consumption and gradually shifting to renewable energy sources.

Reduction of direct emissions, Scope 1: Reduce direct emissions from fleet vehicle consumption by 1% in 2025 compared with the 2024 baseline year.

Reduction of indirect emissions, Scope 2: 10% reduction in total indirect emissions from imported energy in 2025 across all facilities compared with 2024.



ACTIONS TAKEN IN 2025:

Gradual renewal of the commercial fleet with hybrid and electric vehicles.

Monitoring fuel consumption per vehicle, litres/km.

Switch to an energy supplier with certified renewable origin.

Environmental pillar

Climate action and emissions reduction

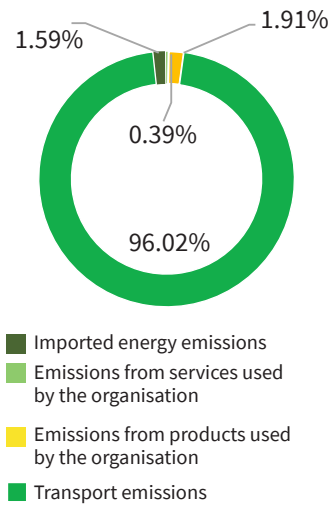
During 2025 we extended the analysis of our carbon footprint to indirect Scope 3 emissions, particularly those linked to contracted transport and to the services and products used. This allows us to identify the main sources of impact and incorporate environmental criteria into supplier selection and into the development of more efficient, lower-emission transport solutions.

OBJECTIVES:

Measure, monitor and reduce indirect Scope 3 emissions associated with relevant value chain activities.

5% reduction in total indirect emissions from our suppliers' transport.

PERCENTAGE OF TOTAL INDIRECT EMISSIONS



ACTIONS TAKEN IN 2025:

Prioritising suppliers with Euro V and VI fleets.

Expansion of the electric fleet of partner agencies and subcontractors, and of charging infrastructure.

Introduction of last-mile delivery (2-4 km) with hybrid, electric and human-powered vehicles.

96,533 kg CO_2eq offset through a solar energy climate project in Guttigoli, India



ClimatePartner
Your partner for climate action

Indirect Scope 3 emissions in 2025 from transport suppliers: **2,365,078.5 tCO_2eq**

-8.5% vs. 2024

Indirect Scope 3 emissions in 2025 from services and products used: **9,593.38 tCO_2eq**

+27.23% vs. 2024

2 hours of training in good environmental practices

Environmental pillar

Circularity and responsible resource management

During 2025 we strengthened our waste management system, improving traceability, segregation at source and the efficiency of material recovery.
These actions are part of our commitment to the circular economy and to reducing the environmental impact of our activity.

OBJECTIVES:

Ensure waste segregation in 100% of warehouses.

Correctly manage hazardous and non-hazardous waste.

Progressively reduce the consumption intensity of paper, plastic, packaging and other consumables.

Prioritise recycled, recyclable or reusable materials whenever operations allow.



ACTIONS TAKEN IN 2025:

Consolidated waste management through authorised waste managers.

Monitoring and control of waste generated by type and operating centre.

Stronger waste segregation at all logistics centres: paper, cardboard, plastic, wood and other fractions.

Ongoing training for operational staff in waste management.

Ensure proper management of hazardous and non-hazardous waste in accordance with applicable regulations and best available practices.

OSONA	Σ Kg waste / thousand pallets moved	Change 2025-2024
Wood Kg / thousand pallets moved	45.46	+31.33%
Clean stretch plastic Kg / thousand pallets moved	9.80	+123 %
Hazardous waste APQ warehouse Kg / client pallets moved	38.47	*Management started in 2025*
Paper and cardboard Kg / thousand pallets moved	136.29	+244.01%
General waste Kg / thousand pallets moved	1.42	-16.96%
VALLÈS		
Wood Kg / thousand pallets moved	26.26	-10.53%
Clean stretch plastic Kg / thousand pallets moved	59.09	-15.02%
Used big bags Kg / client pallets moved	0.66	-0.67%
Paper and cardboard Kg / thousand pallets moved	26.26	+17.17%
General waste Kg / thousand pallets moved	25.41	-2.96%

Significant reduction in non-recoverable waste at the Manlleu headquarters

Increase in recoverable waste in Osona, linked to activity growth and greater traceability.

Environmental pillar

Circularity and reduction of material consumption

During 2025 we continued working to improve efficiency in the use of materials linked to logistics operations. Activity growth and the nature of some services led to higher consumption in certain areas, so we strengthened control, digitalisation and resource optimisation measures, with the aim of moving towards a more circular and efficient model.

OBJECTIVES:

Progressively reduce the consumption intensity of paper, plastic and water through digitalisation, process optimisation and waste prevention.

ACTIONS TAKEN IN 2025:

Portable printers in warehouses. This measure has improved operational efficiency and helped reduce energy consumption and resource use by printing on demand at the point of use, cutting trips, avoiding reprints and reducing material waste.

OSONA	consumption / thousand pallets moved	Change 2025-2024
Water consumption m^3 / thousand m^2 of facilities	16.69	+36%
Stretch plastic consumption Kg / thousand pallets moved	9.80	+870 %
Paper consumption Kg / thousand pallets moved	1.46	+32.72%
VALLÈS		
Water consumption m^3 / thousand m^2 of facilities	28.46	+2.55%
Stretch plastic consumption Kg / thousand pallets moved	20.44	+135 %
Paper consumption Kg / thousand pallets moved	4.79	+36.85%



Print only the labels needed, reducing waste and reprints

Replace A4 printouts when only a small label is needed

Environmental pillar

Circularity and reduction of material consumption

During 2025 we strengthened the incorporation of environmental criteria in the purchase of materials, packaging and consumables. Given the increase in certain consumption linked to operational needs and the nature of the services provided, we prioritise recycled, recyclable and reusable alternatives that reduce the use of virgin raw materials and support a more circular model.

OBJECTIVES:

Promote the purchase of materials, packaging and consumables with a lower environmental impact.





ACTIONS TAKEN IN 2025:

Environmental criteria built into purchasing, prioritising materials with recycled content, or that are recyclable or reusable, whenever operational needs allow.

Purchase of plastic film with 90% recycled material, reducing the use of plastic from virgin raw materials.

Use of reusable CHEP pallets through a shared rental and reuse system. Pallets are collected, inspected, repaired and returned to the logistics chain, extending their useful life and reducing the need to manufacture new ones.

Purchase of paper with environmental certifications, prioritising products bearing the EU Ecolabel and PEFC certification.



90% recycled material
in the plastic film purchased

CHEP pallets
pallet reuse through a collection, repair and recirculation system

Environmental pillar

Energy efficiency and renewable energy

At Nordlogway we continue moving towards a more efficient and sustainable energy model, based on optimising consumption and promoting renewable energy.

During 2025 we consolidated the energy efficiency initiatives already under way, strengthening consumption monitoring and making progress in reducing the energy impact of our activity.

OBJECTIVES:

Optimise facilities to reduce energy consumption

Reduce energy consumption across all facilities by 5% by the end of 2027 compared with 2024, measured in kWh per thousand pallets moved.





ACTIONS TAKEN IN 2025:

Consolidation of energy self-consumption through photovoltaic installations at our logistics centres.

80 kWp solar photovoltaic installation at the Manlleu headquarters.

36 kWp solar photovoltaic installation at the Sta. Perpètua de Mogoda Hub (Barcelona).

Improved energy efficiency at our facilities through operational and technological improvements, including LED lighting.

87,525.7 kWh generated by photovoltaics in Manlleu

65,543.32 kWh self-consumed in Manlleu

78.12% self-consumption in Manlleu

2.31% reduction in energy consumption vs. 2024

-6.68% reduction in consumption at Osona centres vs. 2024

Social pillar: Labour practices and human rights

At Nordlogway we put people at the heart of our activity, promoting a safe, inclusive and motivating working environment. At the same time, we strengthen our ties with the community, contributing to social wellbeing and local development.

CHALLENGES

Continuous training and professional development
Achieving a safe working environment
Diversity, inclusion and gender equality
Commitment to our community

Continuous training and professional development

Continuous training is key to driving people's professional development and responding to the needs of an ever-evolving activity. At Nordlogway we promote the acquisition and updating of technical knowledge and professional skills, thereby supporting the team's employability, performance and satisfaction.

OBJECTIVES:

Promote continuous training and professional development of employees to improve their skills, employability, performance and satisfaction

Increase total training hours in 2025 by 10% compared with the 2024 baseline year.

ACTIONS TAKEN IN 2025:

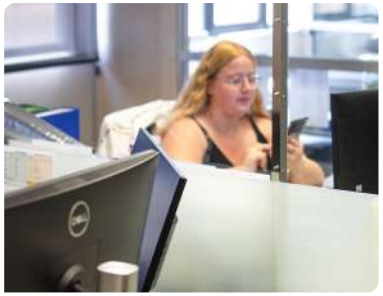
2025 Training Plan drawn up,
with training in occupational risk prevention, professional and technical skills development, and environmental awareness workshops.

16.68 hours of training per person

+96% vs. 2024

90% training plan completion





Social pillar: Labour practices and human rights

Achieving a safe working environment

Safety at work is an essential pillar of our management. A safe working environment not only protects the health of our people, but also strengthens trust, commitment and wellbeing within the organisation.

That is why prevention is at the heart of our occupational safety strategy.

This commitment translates into rigorous compliance with current regulations, ongoing training programmes and the promotion of a preventive culture shared by everyone in the organisation.

OBJECTIVES:

Ensure that every person can do their job in optimal conditions, minimising risks and promoting a healthy, safe and sustainable working environment over time.

ACTIONS TAKEN IN 2025:

Warehouse access policy requiring the mandatory use of Personal Protective Equipment (PPE).

Awareness and training programmes for staff on good occupational safety practices.

Promoting wellbeing through health and physical activity initiatives for the team.

Awareness programmes on mental health and psychosocial risks, promoting safe and respectful working environments.

Full renewal of emergency plans at all centres.

Practical emergency training, including fire drills and fire extinguisher practice.

0 accidents with sick leave in 2025

3.20 hours of health and safety training per person





Social pillar: Labour practices and human rights

Diversity, inclusion and gender equality

Diversity, inclusion and equal opportunities are essential elements of our responsible management model.

We work to ensure safe working environments, free from discrimination and founded on respect, fairness and the recognition of talent.



OBJECTIVES:

Maintain a working environment free from discrimination and harassment, recording, investigating and handling 100% of reports received in accordance with internal procedures and applicable legislation

Train 100% of staff in health and safety, internal rules, equality, non-discrimination and communication channels.



ACTIONS TAKEN IN 2025:

Training on the procedures implemented at Nordlogway:

- Harassment prevention procedure.
- Equal pay procedure.
- Procedure for preventing discrimination during recruitment.

Actions to support work-life balance and improve working conditions:

- Option to work remotely.
- Overtime compensation requests via the working-time recording mobile app.
- Flexible working hours.
- Financial support for school supplies for employees with children aged 3 to 16.

45.2% women
54.8% men
workforce by gender

44
average age

10 years
average length of service

50% women
50% men
management positions

100%
of staff trained in equality, non-discrimination and workplace harassment

2.08 hours of training in equality, non-discrimination and workplace harassment per person.

Social pillar: Labour practices and human rights

Commitment to our community

We believe our growth must go hand in hand with the progress of the community in which we operate. That is why, during 2025, we maintained ongoing collaboration with various local stakeholders, such as town councils, associations, business groups and social organisations.

This ongoing relationship allows us to actively contribute to local development and generate a positive impact beyond our logistics activity.

OBJECTIVES:

Contribute to the social and economic progress of the region through partnerships with local organisations and initiatives in training, labour inclusion and charitable action.





ACTIONS TAKEN IN 2025:

Collaboration with local organisations and associations to promote local development.

Promotion of initiatives focused on training and improving the logistics sector.

Collaboration with work integration social enterprises, contributing to the inclusion of people with disabilities.

Participation in charitable initiatives, such as Oncotrail 2025, which raises funds for the fight against cancer.

TRANSLOG OSONA

Nordlogway helped create Translog, an association of transport and logistics companies in the Osona region that aims to promote training in the sector, raise its visibility and improve the competitiveness of these companies.

FundacióImpulsa joves | formació | oportunitats

Thanks to the network of Supporting Organisations such as Nordlogway S.L., Fundación Impulsa can offer comprehensive support to young people facing socio-economic difficulties who want to study vocational training for a better tomorrow.

TacOsona EMPRESA SOCIAL

Nordlogway uses the services of the Tac Osona Special Employment Centre of the Fundación San Tomás, thereby contributing to the employment of people with intellectual disabilities.

Creació Agència d'Emprenedoria, Innovació i Coneixement

Ajuntament de Manlleu

mancomunitat LA PLANA

TORELLÓ FUTBOL INCLUSIU

Can Gavarra

CONSELL EMPRESARIAL D'OSONA

Cambra d'Osona

icil INSTITUTE FOR CAREERS AND INNOVATION IN LOGISTICS & SUPPLY CHAIN

Governance pillar

At Nordlogway we act according to principles of transparency, responsibility and ethical conduct

CHALLENGES

Ethics, integrity and compliance
Whistleblowing channel
Information security
Transparent communication

Ethics, integrity and compliance

Our Code of Conduct is the formal expression of our business ethics. It defines the core values and standards of behaviour that govern Nordlogway and is binding on all company staff, without exception. This Code underpins all business decisions and governs responsible interaction with clients, employees and all stakeholders. Its purpose is to ensure our operations are carried out in strict legal and ethical compliance.

OBJECTIVES:

Consolidate a culture of integrity and compliance through effective implementation of the Code of Ethics, ensuring it is known, adhered to and applied by everyone in the organisation.

ACTIONS TAKEN IN 2025:

Consolidation of the Code of Ethics as the basis of the governance model and organisational culture.

Training delivered on anti-corruption, bribery and fraud.



100%
of staff have signed the Code of Ethics

2 hours
of Code of Ethics training per person

10 hours
of compliance training per person





Governance pillar

Whistleblowing channel

Transparency is a key pillar of our relationship with the business-owning family, clients, partners, suppliers and society as a whole. That is why we promote clear, honest and accessible communication.

Nordlogway has a Whistleblowing Channel that allows anyone to report, confidentially or anonymously, any regulatory breach, human rights violation or criminal act

Reports can be submitted through the form available on the corporate website.

OBJECTIVES:

Ensure a secure, accessible and confidential channel for reporting possible regulatory breaches, human rights violations or conduct contrary to the Code of Ethics.

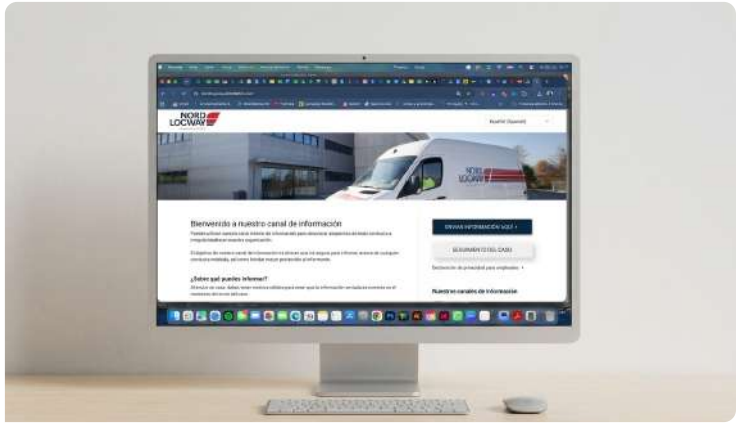
ACTIONS TAKEN IN 2025:

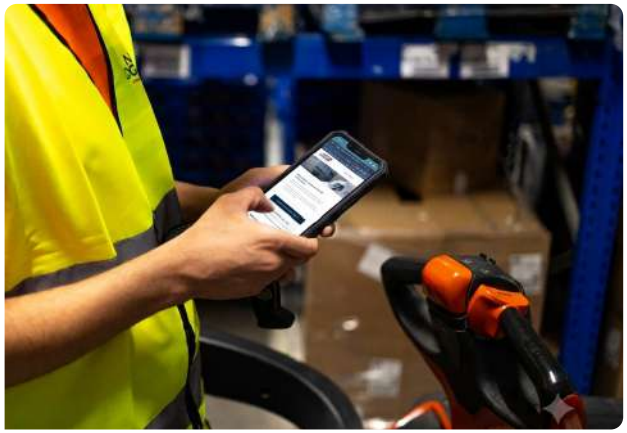
An accessible whistleblowing channel for employees, business partners and third parties.

Form available on the corporate website allowing reports to be submitted confidentially or anonymously.

Protection of confidentiality and the rights of those involved throughout the reporting process.

0
reports received through the whistleblowing channel





Governance pillar

Information security

Information security is a strategic priority. That is why we invest in technology every year to ensure data protection, threat prevention and the preservation of the trust placed in us by our clients and other stakeholders.

In 2025 we implemented an Information Security Management System (ISMS) that sets clear guidelines for action and ensures compliance with the General Data Protection Regulation (GDPR). Information is used and stored ethically, lawfully and in line with our internal policies.

OBJECTIVES:

Protect corporate information and the data of clients and other stakeholders, strengthening risk prevention, regulatory compliance and business continuity.

Strengthen the cybersecurity culture through continuous training and staff awareness, improving their ability to identify and respond to potential threats.

ACTIONS TAKEN IN 2025:

Implementation of an Information Security Management System (ISMS), with clear guidelines and procedures for action.

Strengthened technological and organisational measures to prevent threats and protect data.

Training and awareness campaigns on information security, compliance and data protection.

Simulated attacks and real-life scenarios to assess and strengthen staff response capabilities.

Microlearning modules and interactive online courses, aimed at promoting safe and responsible behaviour.

100%
of staff have completed information security training

1.5 hours
of information security training per person



Governance pillar

Transparent communication

Transparency is a key pillar of our relationship with the business-owning family, clients, partners, suppliers and society as a whole. That is why we promote clear, honest and accessible communication.
We have open, two-way dialogue channels that allow us to actively listen to our stakeholders, respond to their expectations and rigorously communicate the progress and challenges linked to our activity.

OBJECTIVES:

Strengthen transparent, accessible and two-way communication with our stakeholders, improving access to information, active listening and trust in the organisation.

ACTIONS TAKEN IN 2025:

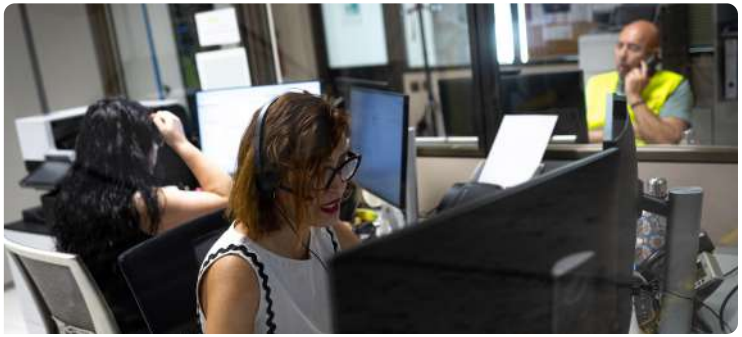
Development of digital positioning strategies SEO/ SEM.

Launch of direct channels for communicating with clients.

Optimisation of the user experience on digital channels.

Stronger digital communication through the website and social media.

Annual Customer Satisfaction Index (CSI) to measure our clients' satisfaction.



2025 data

19
articles published on the website blog

+11.8% vs. 2024

120
LinkedIn posts

+14.3% vs. 2024

9,014
unique website visitors

2,710
LinkedIn followers
+572 new

+26.8% vs. 2024

8.65
overall client satisfaction index

Scale of 0 to 10

Progress of the 2025-2027 Sustainability Plan

2025 was a turning point for Nordlogway, marked by significant progress in sustainability and the consolidation of initiatives that strengthen our commitment to balancing business development, environmental responsibility and social cohesion.
Building on the experience gained and the objectives achieved this year, we have taken a further step by defining our 2025-2027 Sustainability Plan, which will set the roadmap for the coming years.

69.2%
of the 2025-2027 Sustainability Plan actions achieved

Environmental pillar

Clients
Management
Environment
Suppliers

1. Calculation and publication of the organisation's carbon footprint.	●
2. Definition of emission reduction targets for transport and development of offsetting projects.	●
3. Implementation of sustainable transport solutions.	●
4. Reduction in waste generation.	●
5. Environmental communication: preparation of emissions reports for clients.	●
6. Promotion of renewable energy and self-consumption.	●

Social pillar

Workforce
Local community

1. Diversity and inclusion, gender equality.	●
2. Training and skills development plan.	●
3. Safe working environment.	●
4. Collaboration with local organisations.	●

Governance and ethics pillar

Clients
Owning family
Banks
Public administration

1. Staff training on anti-corruption, bribery and fraud.	●
2. Internal and external whistleblowing channel.	●
3. Inclusion of ethical clauses in contracts with clients and suppliers.	●

Status at 31 December 2025

Towards more responsible logistics

SUSTAINABILITY REPORT 2025



Report prepared in collaboration with Thinquery (www.thinquery.com)

NORD LOGWAY

LOGISTICS PROVIDER